



Knox City  
Orthodontics

31.03.2020

As you may have seen reported in the national media late last week, due to the COVID-19 pandemic all dental practices (including specialist orthodontic practices) have been instructed to defer all routine treatment and therefore cease normal operations.

As such, it is with great regret that we are required to close our practice for a period of time, until we are advised that it is safe to reopen. All scheduled appointments from Wednesday 1st April are therefore cancelled. This is in the interests of patient, staff and public safety.

At this stage **WE ARE OPEN FOR EMERGENCY APPOINTMENTS** on **Wednesdays** and **Fridays**.

Please email us at [michelle@knoxortho.com.au](mailto:michelle@knoxortho.com.au) if you have any questions and we will endeavour to always answer these within 24 hours of receiving an email.

We will be contacting anyone who has an appointment booked with us up to the end of April at this stage, to reschedule their appointment.

While these events are incredibly saddening, they are not entirely unforeseen. Over the last few weeks we have been implementing various remote monitoring systems and technologies to ensure that your treatment is progressed to the greatest extent possible while the clinic is temporarily closed. If you have not already received correspondence from us regarding this, please contact us on via email to [dm@knoxortho.com.au](mailto:dm@knoxortho.com.au) to ensure that we have your correct contact details.

In the meantime, we appreciate that you will have a number of questions, so have prepared a 'Frequently Asked Questions' to answer as many as we can.

We appreciate your support and will continue to support you. Please be patient with us as we transition through the closure of the practice and the move to remote monitoring technologies for all of our patients.

Please look after yourselves and those close to you in these difficult times. We cannot wait to see you back in the clinic as soon as we can.

## FAQ's

### **The Practice**

#### **Q: How long will the practice be closed for?**

Unfortunately, with the rapidly changing position with respect to the COVID-19 pandemic, we cannot say exactly when we will be able to reopen. However, we will keep patients updated through various channels including social media such as our website, Facebook and Instagram pages.

#### **Q: How do I contact you?**

Our phone lines will continue to be manned on Monday mornings, Wednesday and Friday all day, so you can contact us on **03 9801 4222**. **It might be easier to email [michelle@knoxortho.com.au](mailto:michelle@knoxortho.com.au)** and Michelle will endeavour to get back to you within 24 hours of any email received.

We also have a YouTube channel:  
<https://www.youtube.com/user/knoxcityortho>  
specifically for 'how to' videos.

### **Appointments**

#### **Q: I have an appointment booked, do I still come to the practice?**

Unfortunately, the practice is closed to the public until further notice aside from emergency appointments so please **do not come to the practice**.

We have been preparing for this scenario, though, and will still be progressing your treatment via remote monitoring technologies. If you are interested in this option and have not already heard from us, please contact us at **dm@knoxortho.com.au** or 03 9801 4222

#### **Q: Will I be allowed in the practice at all?**

A: Except in the case of an extreme emergency (trauma, infection, pain) – not at this time. If you feel that you are in this situation, please contact the practice on **03 9801 4222** or email [michelle@knoxortho.com.au](mailto:michelle@knoxortho.com.au). We will be reopening as soon as we are told that it is safe to do so, but if you have any other queries in the meantime, please contact us.

#### **Q: What should I do if I was due to start treatment soon?**

We are excited for all our patients to take this big step and look forward to seeing you as soon as we are able to reopen. Luckily a delay of a few days or months will have no impact on treatment. We'll be ready for you when we reopen!



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**Q: What if I was due to get my braces off soon?**

Unfortunately, removing braces is one of the specific procedures that is restricted at present and consequently must be considered on a case by case basis. Therefore, please contact the practice and Dr Baker will advise whether we can remove your braces.

We understand that this may be frustrating, as you're coming to the end of your orthodontic journey. Please bear with us – these restrictions are with safety in mind, and we will remove your braces as soon it is safe and possible to do so. In the meantime, please continue to brush and floss thoroughly to maintain your dental health.

During the closure, we are offering remote monitoring to all of our patients. If you are interested in this, please email us at [dm@knoxortho.com.au](mailto:dm@knoxortho.com.au)

**Q: Will we still see emergencies?**

A: Yes, under current Australian Health Protection Principal Committee (**AHPPC**) recommendations on operational restrictions, emergencies are still permitted. As such, we will open the practice for specific time periods to manage any emergencies. At this time our practice will be open on Wednesday and Fridays for emergency appointments.

If you feel you have an emergency situation, please contact the practice in the first instance and we can either offer a remote solution or determine whether you need to come to the practice.

As the COVID-19 crisis develops, these arrangements may change, and we will keep you informed of any changes.

**Q: I'm interested in orthodontic treatment, what do I do?**

A: We are in the process of implementing virtual consults so that if you wish to investigate treatment, we will be able to make an initial assessment of your suitability and options available.

Unfortunately, we won't be able to start your treatment immediately, but we'll be ready to go once we can reopen.

**Treatment Questions**

**Q: I am wearing braces or an appliance, what do I do?**

Please make sure you:

1. Keep good oral hygiene by brushing and flossing three times a day.

2. Avoid any forbidden foods to avoid any breakage
3. Continue to wear elastics as directed, if currently wearing.

Your braces will continue to straighten your teeth and proper elastic wear will continue to correct your bite.

In the meantime, we are able to virtually monitor your progress whilst we are closed. If you are interested in this option, please email us at [dm@knoxortho.com.au](mailto:dm@knoxortho.com.au)

**Q: I am wearing aligners, what do I do?**

Please continue to keep wearing the active aligners as directed by Dr Baker.

Make sure to use your chewies and bite and hold to seat the aligners where there may be space between your teeth and the aligner.

If you no longer have aligners to continue to your next week, it is perfectly fine to reduce use of your last aligner to "retain" your teeth for 10-12 hours per day to ensure your teeth stay in position.

Please call us on 03 9801 4222 or email us to discuss additional aligners.

Keep your aligners clean and avoid all drinks other than water while wearing them.

**Q: We are told to wash our hands frequently, how should we handle wearing aligners, retainers etc?**

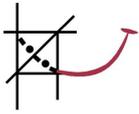
It is important to continue wearing your aligners and/or elastics to maintain your treatment progress, or your retainers to maintain a treatment result.

Please wash your hands thoroughly with soap and water before and after removing or replacing aligners, retainers or elastics. These items can also be washed or cleaned in a diluted soap and water solution with an old toothbrush.

After cleaning the appliance, rinse thoroughly in cold water to minimise the soapy taste!

**Q: I lost or broke my retainer or aligner. What should I do?**

If replacement retainers are required, please email us on [michelle@knoxortho.com.au](mailto:michelle@knoxortho.com.au) and someone will contact you to provide advice.



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**Q: I have a poking wire or other irritation that is bothering me, what do I do?**

Call or email us. We will instruct you on the best resolution to the problem. We will try to help you with an easy fix from home.

In the event of a true emergency involving pain or discomfort, we will arrange for you to come into the practice.

We also have instructional videos available on our YouTube channel : <https://www.youtube.com/user/knoxcityortho> to provide resolution for simple issues.